

COVID 19 COMMUNITY RESOURCES

September 2020

Resources:	Service/Time:	Location & Contact Info:
Aboriginal Coalition to End Homelessness	Closed; staff working remotely. Email with general questions/needs.	101-2860 Quadra St. operations@ACEHsociety.com
Anscomb Mental Health Outpatients Program	Open for intakes through CYMH Support is being offered both virtually and in person.	2400 Arbutus Rd. 250-519-6900
BC Housing	<p>From website: “Initial actions include: Ban on evictions for non-payment of rent in BC Housing-funded buildings.</p> <p>Development of distinct protocols and identification of sites to support isolation for vulnerable people experiencing homelessness – sheltered or unsheltered – and those in private single room occupancy (SROs) and social housing buildings.</p> <p>Sustaining service providers through continued payments to ensure they can pay their staff and operating costs.</p> <p>Centralized procurement for critical supplies needed by frontline providers.”</p>	<p>Non-medical information about COVID-19 available 7:30am - 8pm, 7 days a week at 1-888-COVID19 (1-888-268-4319).</p> <p>Or</p> <p>https://www.bchousing.org/COVID-19</p>
BCPA Covid-19 Psychological Support Service	Designed to help <i>any BC resident</i> who is experiencing stress, anxiety, or uncertainty due to the evolving COVID-19 pandemic.	https://www.psychologists.bc.ca/covid-19-resources
Boys and Girls Club	Parenting Programs Online: Parents Together via zoom Parents in the Know via zoom Best Babies- in person	Virtual 250-384-9133 EXT.222 parentingprograms@bgcvc.org https://bgcvc.org/programs/parenting
Burnside Gorge Community Centre	Open 7:30 am – 6pm Accepting new referrals over the phone.	471 Cecilia Rd. 250-388-5251

	<p>Please call reception to answer any questions and for updated programs.</p> <p>Child care programs operating at Peaks and Quadra.</p> <p>Family development programs and outreach operating both virtually and over the phone.</p> <p>Community Dinner program starting soon registration and pick up required.</p>	<p>or</p> <p>info@burnsidegorge.ca</p>
Children and Youth Mental Health (CYMH)	<p>Victoria CYMH Open, intake available via phone. Sessions continue to be virtual support or telephone and some face to face</p> <p>Saanich CYMH Open, intake available via phone. Sessions continue to be virtual support or telephone and some face to face</p> <p>High Risk Team Some face to face support, mostly virtual</p> <p>Eating Disorder Clinic Call for an intake. Sessions continue to be virtual support or telephone</p> <p>Indigenous CYMH Open, intake available via phone Support continues virtually and over the phone and face to face available outside</p>	<p>VCYMH 302 - 2955 Jutland Road 250-356-1123</p> <p>SCYMH 201 - 4478 West Saanich Road 250-952-5073</p> <p>Eating Disorder Program 250-387-0000</p> <p>ICYMH1 - 1195 Esquimalt Rd. 250-952-4073</p>
Crisis Intervention and Suicide Prevention Centre of BC	24/7 Free Distress support phone services for emotional support. Interpreters available in over 140 languages.	1-800-784-2433
Crisis Line Association of BC 1-800-SUICIDE	1-800-784-2433 24/7 BC crisis line without a wait or busy signal Native Youth Crisis Hotline - 1-877-209-1266 Answered by staff 24/7. Available throughout Canada and US	1-800-784-2433
Discovery Youth and Family Substance Use Services	Providing full services. Call for an intake. Session continue to be virtual and over the phone, some face to face	250-519-5313 extension 34345 Fax: 250-519-5314

Esquimalt Nation	Programming closed. Offering health, counseling, and outreach services by phone and online.	1189 Kosapsum Crescent 250-381-7861
Family Services of Greater Victoria	Now open for In-Person Session. Please phone to make an appointment. Online and In person session are available.	1004 N Park St, (250) 386-4331
Family SMART and Parents in Residence (PiR).	Available to provide peer support to all families living in BC and can meet with families by phone and video chat. Please also see the In the Know Video Library - consisting of expert speakers on topics important to families and/or those working to support the mental health of children and youth.	https://familysmart.ca or 250-818-4810 Victoria PiR – Lisa Tate Lisa.Tate@FamilySmart.ca
First Nations Health Authority	The FNHA is the first and only provincial health organization of its kind in Canada. We are transforming the way health care is delivered to First Nations and Indigenous people in BC. Please see website	www.fnha.ca
Foundry Victoria Youth Clinic	Re-introducing in person services, but will continue to offer select services virtually – over the phone or video chat. Please call your local Foundry centre for the most up to date information on service availability. Please call Foundry Victoria at 250-383-3552 starting at 10:30AM daily or visit www.victoriayouthclinic.ca for the most up to date information on service availability.	818 Douglas Street 250 383- 3552 https://foundrybc.ca/virtual
Hulitan Family and Community Services Society	Open to the public please call for programs and updates Hulitan preserves, unifies and advocates for Indigenous families by supporting healing and fostering resilience through culturally rooted programs, services and collaboration with community partners.	https://www.hulitan.ca/ 250-384-9466
IMCRT/YT5/ER	Integrated Mobile Crisis Response Team (IMCRT) operates from 1:00 pm to midnight seven days a week for crisis assessment, intervention, stabilization and consults. For VGH Crisis it is preferred that school counsellors' direct families to call the VGH switchboard and ask for the Crisis Team. Please call ahead if they feel they are at the point of	IMCRT: 1-888-494-3888 VGH:250-727-4020

	<p>needing to take their child to ER for mental health reasons. Phone consults currently.</p> <p>YT5 is actively working with their entire caseload mostly via phone currently</p>	YT5: 250-380-0595
Intercultural Association (ICA)	<p>3 programs starting in the fall</p> <p>1. The Landing Spot (in person) ages 8-14 involved arts and crafts activities</p> <p>2. Homework Helper (online) high school students one-on-one homework support</p> <p>3. Culture Catch-Up (online) ages 15-28, on zoom. A social program where different games and activities each week, and a few in-person sessions as well.</p> <p>Please call for more information</p>	<p>930 Balmoral Road 778-677-7146</p> <p>nramji@icavictoria.org</p>
Island Sexual Health	<p>Open from M-F from 9 - 4pm: offering virtual visits and limited in person care.</p> <p>New clients please call to book an appointment. Returning clients can use online booking</p> <p>https://www.islandsexualhealth.org/</p>	<p>101-3960 Quadra Street 250-592-3479</p> <p>250-812-9374 text line for sexual health Q&A</p>
KEYS Kiwanis Emergency Youth Shelter (ages 13-18)	<p>Open and operating at limited capacity</p> <p>24 hr intake with some criteria</p> <p>Please call for intake</p>	<p>2117 Vancouver St. 250-386-8282</p>
KUU-US Crisis Line Society	Indigenous specific 24/7 crisis line serving the entire province	<p>Toll-Free: 1-800-588-8717</p> <p>Youth Line: 250-723-2040</p> <p>Adult Line: 250-723-4050</p>
Learning Through Loss	<p>All services and programs are being conducted virtually on a secure Zoom Healthcare platform until further notice. Short term Grief Counselling Support, Learning through Loss Group Program, Good Grief Workshops for Schools and more</p>	<p>1027 Pandora Ave. 250-413-3114</p> <p>info@learningthroughloss.org</p>

March 31, 2020

Updated: April 3/20, April /20, April 13/20, May 6/20, September 11,/20

M'akola Housing Society	Offices are closed to the public and employees available over the phone and all meetings occur via telephone or virtually	Makola.bc.ca 250-590-0204
MCFD Help Line for Children	24-hour Helpline for Children toll-free at 310-1234 (no area code is required). For Children, families and community	310-1234
Need2	Offers emotional support and crisis response for Canadian youth under 30 through live chat and text via Youthspace.ca . Chat hours are between 6 pm and midnight.	818 Douglas St. Text: 778-783-0177 Or chat by visiting www.youthspace.ca
Oaklands Community Centre	Community Centre and programming opening up please call the centre for specific programs. Food hamper program for residents living in Oaklands. Call or email for access to weekly hamper.	2827 Belmont Ave #1 250-370-9101 programs@oaklandsc.ca
Pacifica Housing	Cormorant St. office closed. Supportive Housing and Fairfield Hotel staff on site with increased measures to avoid direct contact.	250-385-2131
Phoenix Human Services	Support being offered both virtually and face to face	1095 Joan Cres. 250-383-4821
Quadra Village Community Centre (QVCC)	Community Centre is open and Youth programming is starting next week but almost full. Please call to inquire about registration. Drop is running Thursday and Friday 5:30 -9:30 and mostly outside. Food support distribution please call for arrangements	901 Kings Rd. 250-388-7696 Or info@quadravillagecc.com
Saanich Neighbourhood Place	Saanich Neighbourhood Place (SNP) a non-profit organization that delivers a wide range of programming aimed at helping families access resources and supports they feel they need, in a barrier free environment.	3100 Tillicum Rd. (inside Pearkes Recreation Centre) 250-360-1148 (Fax: 250-381-2433) admin@snplace.org

	Providing services at a limited capacity and requires registration. Dinner pick up. Best Babies. Outreach is ongoing face to face and virtually. Please call for more information	
Sexual Assault Response Team (SART)	24/7 emergency response, emotional support & information to all people 13 years and older who have been sexually assaulted within the past 7 days.	250-383-3232 or www.access@vsac.ca
Single Parent Resource Centre	All program open 5 days a week and running in smaller capacity. Please call to register for parent groups, counselling, and clothing room. Market day Wednesday's (food pick) up no appointment 11 am -3 pm	602 Gorge Rd. East 250-385-1114 https://www.singleparentvictoria.ca
Songhees Nation	Will provide food delivery to nation members 1-2 times per week. Programs and services are closed.	1100 Admirals Rd. 250-386-1043
TAPS	All Thursday walk-in Tax Clinics at the TAPS office have been postponed until further notice. TAPS will be open for walk-in clients as of June 1, 2020. TAPS will continue to primarily offer appointments by phone, email, and video chat. We will now be offering very limited in-person appointments to clients in extreme circumstances. Clients will be required to follow our safety protocols. New and existing clients encouraged to reach out.	828 View St. 250-361-3521 https://www.tapsbc.ca
Trans Lifeline	Trans Lifeline is non-profit dedicated to the well-being of transgender people. A hotline staffed by transgender people for transgender people. Trans Lifeline volunteers are ready to respond to whatever support needs members of our community might have. This is a FREE helpline run by volunteers and supported by the community.	1-877-330-6366 www.translifeline.org
Umbrella Society for Addictions and Mental Health	Housing, Counselling and Outreach Programs to support with substance abuse. Due to COVID 19, Umbrella is hosting our weekly SMART Recovery meeting online via ZOOM. This group is on each Wednesday and is a drop-in group. SMART Recovery runs from 12noon to 1:30pm.	#8-415 Dunedin Street P 250-380-0595F 250-590-8116 wecanhelp@umbrellasociety.ca

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	Umbrella is pleased to offer a daily check in group for anyone wanting connection and conversation. During the COVID 19 pandemic, we will be offering this experience via ZOOM. For more information on our groups and programs, please check out the Umbrella Society webpage.	
Vancouver Island Crisis Line	Operating 24/7 by phone available 24/7 by Text 250-800-3806 6-10pm by Chat https://www.vicrisis.ca/crisis-chat/ 6-10 pm	1-888-494-3888
VictimLINK	24-hr multilingual phone line for victims of any crime. Offers crisis support and referrals, information on the justice system, resources, victim services.	1-800-563-0808 To call collect, call the Telus Relay Service at 711 Text 604-836-6381 Email VictimLinkBC@bc211.ca TTY 604-875-0885
Victoria Native Friendship Centre	Essential services continue including daycare, shelter, and homelessness outreach. Please call or email the Centre for more information as some programs are at capacity.	231 Regina Ave 250-384-3211 Or reception@vnfc.ca
Victoria Women in Need Community Cooperative	Currently offering the Crisis and Referral Program which provides resources, advocacy, some financial resources for women and their families in crisis.	785 Pandora 250-480-4006 programs@womeninneed.ca
Victoria Women's Transition House Society	The community office is closed to the public and the staff and counsellors are working remotely. Support and phone counselling appointments are available 9 - 4.	3060 Cedar Hill Rd. 250-592-2927 24-hour crisis line 250-385-6611
Victoria Youth Empowerment Society (YES; for youth 13-19)	Programs are operating with new guidelines. All counsellors available by email and phone and in person to support clients. Taking new referrals by phone. All program are listed on website and staff will reach out. Alliance Club drop in open Monday-Thursday from 10 - 6pm and Fridays 10-2pm (new procedures)	533 Yates St. 250-383-3514 or www.vyes.ca

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	Detox Open and running . Youth needing detox are encouraged to call the office (250-383-3514) to get the number for intake coordinator.	
Youth Space (youth under 25)	Operating Youthspace.ca . Chat hours are between 6 pm and midnight	www.youthspace.ca